

What types of issues will mediation help?

- Animal and Noise Nuisances
- Boundary Disputes
- Consumer/Merchant Conflicts
- Intercultural Misunderstandings
- Landlord/Tenant Relations
- Neighbor vs. Neighbor
- Property Damage
- Victim/Offender Meetings

La mediación es una alternativa para resolver ciertos conflictos civiles. Por favor haga que una amistad que hable inglés se comuniquen a Dispute Resolution Services of North Texas, Inc. al teléfono 817-877-4554 para obtener más información o discutir su situación con uno de los voluntarios.

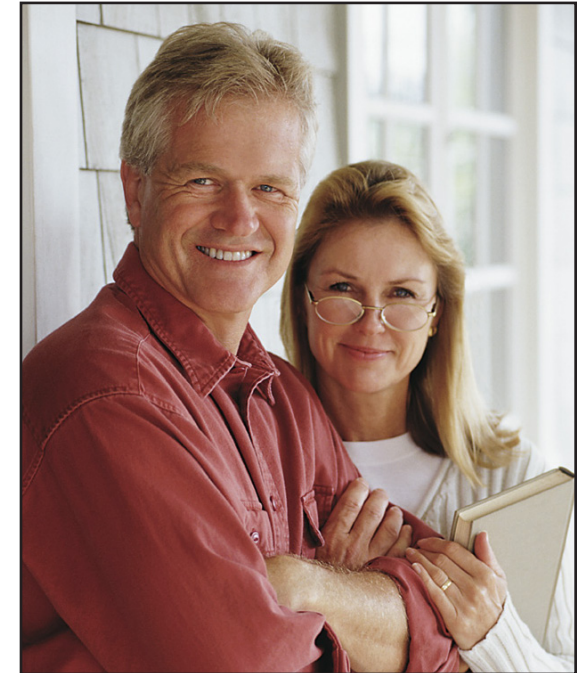
Điều đình là một phương pháp để giúp giải quyết những sự mâu thuẫn có tính cách dân sự. Xin vui lòng hỏi một người bạn thành thạo về ngôn ngữ tiếng Anh để liên lạc với cơ quan Dispute Resolution Services of North Texas, Inc. của Quận Hạ tại số 817-877-4554 để biết thêm chi tiết hoặc bàn thảo hoàn cảnh của quý vị với nhân viên tình nguyện.

Arlington's mediation program is a cooperative effort of the Community Services, Police, and Municipal Court Departments, with Dispute Resolution Services of North Texas.



Community Services Department

Can We Talk?



Mediation: The Alternative Solution

Dispute Resolution Services of North Texas, Inc.
131 E. Exchange Ave., Suite 208
Fort Worth, Texas 76106
817-877-4554
www.drsnorthtexas.org

817-877-4554

What is mediation?

Community mediation programs began in the early 1970's in several major cities.

Mediation is a formal meeting in which disputing parties attempt to find a solution that satisfies both parties. Trained volunteers provide guidance, and participants make the decisions.

The goal is to reach a written agreement that satisfies both parties.

The final, written agreement is the only record kept from the mediation session.

Mediation is a means of resolving disputes without government intervention and at the earliest possible stage.

How much does it cost?

No charge at this time for Arlington residents if you go to mediation voluntarily.

People who are referred by the court will pay the administration fee, usually \$35.

Where do I have to go?

Meetings will be held at a neutral location such as a city facility.

Steps to Resolution

1. Call 817-877-4554 to discuss your situation with a volunteer.
2. With your permission, Dispute Resolution Services will call the other party to attempt to set up a meeting.
3. The two parties and two volunteer mediators meet at a neutral location.
 - a. Mediators help assemble information, describe issues, and set time limits.
 - b. Participants identify solutions and form a written agreement.
4. The written agreement is the only record kept of the meeting.
5. If the agreement is not kept, the participants may try other avenues like the court system.

How will this help?

Mediators use communication techniques to keep discussions focused on a solution. Since mediators are neutral, they can help identify the real issues underlying the dispute.

Mediators do not give advice or place blame.

Mediators do provide a structure that allows YOU to find solutions that work FOR YOU.

Traditional approaches to disputes — such as taking a party to court, or issuing a citation — cost time and money, and do not resolve the underlying issues. As a result, the disputes continue. Mediation can break that cycle by addressing real issues that lead to a win-win resolution.



Disputes are reached in the majority of cases mediated by DRS of North Texas.